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Roles and Responsibilities

Goal: To outline the roles and responsibilities of end users of the VacTrAK system.

IRMS (Information Registry Management System) denotes the health organization composed of all the facilities, vaccinators and physicians covered by your VacTrAK application.

VacTrAK Participation

IRMS Enrollment in VacTrAK

Participation in VacTrAK is voluntary¹. Participation includes, but is not limited to, inputting patient demographic and/or immunization data, obtaining immunization records from VacTrAK, and utilizing the vaccine ordering management functionality.

IRMS: The IRMS is responsible for completing an enrollment application, participating with VacTrAK Support in training and testing, and ensuring proper usage of the system.

VacTrAK Support: VacTrAK Support is responsible for processing incoming applications within 10 business days and providing appropriate training and testing.

IRMS Opting-Out of VacTrAK

Any IRMS may opt-out of participation in the VacTrAK system at any time.

IRMS: The IRMS must notify VacTrAK Support, via email or fax, of any plans to opt-out of the system. All user rights will be inactivated for the IRMS. The patient records updated by the IRMS will remain in VacTrAK.

VacTrAK Support: VacTrAK Support is responsible for responding within 10 business days to IRMS opt-out requests, as well as immediately

¹ Participation in VacTrAK is voluntary, however use of the Vaccine Ordering Management System (VOMS) through VacTrAK will soon be a mandatory part of procuring state-supplied vaccine through the Vaccine For Children Program.

deactivating the IRMS's facilities and users. VacTrAK Support is not responsible for notifying any third-parties of the status of an IRMS's participation.

IRMS Re-opting-in

An IRMS may choose to rejoin in VacTrAK at any time after having opted-out of the system.

IRMS: The IRMS is responsible for contacting VacTrAK Support to provide notice of intent to participate. The IRMS is responsible for completing any paperwork and complying with any training and testing as determined by VacTrAK Support.

VacTrAK Support: VacTrAK Support is responsible for processing requests of re-enrollment within 10 business days and providing appropriate training and testing.

VacTrAK Web Usage

Forgotten Username

IRMS: For an IRMS with a System Administrator, the user shall contact the designated person to resolve this issue. If there is no System Administrator for the IRMS, the user shall call VacTrAK Support to resolve the issue.

VacTrAK Support: VacTrAK Support will respond within 3 business days to all inquiries regarding forgotten usernames.

Forgotten Password

IRMS: For an IRMS with a System Administrator, the user shall contact the designated person to resolve the issue. If there is no System Administrator for the IRMS, the user shall call VacTrAK Support (269-0312 or 866-702-8725) to resolve the issue during standard business hours.

VacTrAK Support: VacTrAK Support will respond within 3 business days to all inquiries regarding forgotten passwords. The user will be prompted to change the password on his/her next login to VacTrAK.

Change of Contact or Contact Information

IRMS: When the Facility Administrator or designated contact person at an IRMS changes or any of their information need to be altered, he/she must fill out the "Change of Contact Request" form located on the VacTrAK homepage and return it to VacTrAK Support.

VacTrAK Support: VacTrAK Support will respond within 10 business days to all change of contact requests. VacTrAK Support will inform the

administrator once the adjustment to contact information has been completed.

Patient Participation

All Alaskans are included in VacTrAK unless the patient or the patient's parent/guardian specifically requests to opt-out of the system. This request must be made to the individual's health care provider. VacTrAK Support, school nurses, and non-health care personnel may not opt-out patients. Once a patient is opted-out, his/her record and all associated data will be hidden from VacTrAK users. The patient's record will not be deleted from the system. Only the provider opting the patient out will be able to view the patient's information. Each provider the patient has seen will need to opt their record out of the IIS.

IRMS: The IRMS is responsible for posting the VacTrAK Participation Notice to inform patients that their immunization information will be included in VacTrAK. The IRMS is responsible for immediately complying with patient or guardian opt-out requests by clicking the "Opt Patient Out" button at the bottom of the "Patient Demographics" screen for the effected patient.

VacTrAK Support: No Input Required.

Removal of Patients

A user may inactivate a patient who no longer attends their clinic, or opt-out patients if they have declared that they no longer want to be included in VacTrAK.

IRMS: If a patient is no longer an active patient of an IRMS, a user may mark the patient as inactive on the patient demographics screen. The user must select the appropriate reason for the inactivation at their facility. The patient will continue to remain in VacTrAK and in search results, but will no longer be listed in the IRMS's reports.

VacTrAK Support: It is against VacTrAK policy to submit Test data. If it is identified in the system, test data will be removed from the production environment with confirmation from the IRMS or VacTrAK Program Manager.

Data Quality

Import Data Quality

IRMS: It is the IRMS's responsibility to ensure that the immunization and demographic data recorded (either manually entered or electronically imported) into VacTrAK, are complete and accurate.

VacTrAK Support: VacTrAK Support will conduct data quality tests on a regular basis on the data submitted by the IRMS to scan for systematic flaws (inappropriate vaccine coding, inappropriate administration, etc. in immunization data).

Vaccination Deletes

IRMS: The user is responsible for appropriately identifying immunizations for deletion. The user shall not delete a historical immunization in the system without reviewing a medically verified immunization record. Users may delete administered immunizations entered by their clinic if an error is identified. Users cannot delete immunizations administered by another facility – these must be reported by telephone or fax to either the facility that administered the immunization or to VacTrAK Support.

VacTrAK Support: VacTrAK Support shall respond to appropriate requests for vaccination deletes in a timely manner not to exceed one month. VacTrAK Support may contact an IRMS in order to make a determination. If no determination may be made within one month, the immunization will not be deleted. VacTrAK Support will inform the user who had submitted the vaccination delete request if the vaccination will remain in the system.

Patient Name Changes

VacTrAK can record two names for each patient – a primary name and an alias.

IRMS: If a patient notifies the IRMS of a name change, the IRMS shall enter the name into VacTrAK. The patient's legal name shall be entered in the *First Name* and *Last Name* fields. The previous name shall be entered in the *Alias First Name* and *Alias Last Name* field.

VacTrAK Support: No input required

Data Import

Data import

IRMS: The IRMS is responsible for exporting data from their system and uploading it into VacTrAK on a regular basis. This can be done via either manual or electronic data exchange. Imports shall occur at a minimum of once every two weeks.

VacTrAK Support: VacTrAK Support shall regularly run data submission reports to monitor data imports. Import frequency may be reviewed on an individual basis to account for vaccine administration patterns.

Data Translation Tool (DTT) and HL7 Import Errors

IRMS: It is the IRMS's responsibility to monitor the error reports and import logs in VacTrAK. Any resulting errors must be addressed and resolved by the IRMS and then re-imported. The IRMS shall contact VacTrAK Support for assistance with errors which cannot be resolved by the IRMS.

VacTrAK Support: VacTrAK Support will conduct routine audits of the data import logs. VacTrAK Support will collaborate with the IRMS on any errors that the IRMS is unable to solve. If there is an error on the imported record, the updated information will not appear on the patient's record until the error is resolved and data resubmitted by the IRMS.

Electronic Medical Record system upgrades, code changes, facilities, and vaccinators

EMR Upgrades and Code Changes

IRMS: The IRMS must alert VacTrAK Support before any changes are made to their system which could affect the data exchange process. This includes, but is not limited to, implementation of a new electronic medical record system, upgrades to an existing system, changes in vaccine administered, changes in vaccine coding used, changes in manufacturer codes used, and changes in demographic codes (race, gender, grade in school, etc). No data imports may be executed until these changes are put in place by VacTrAK Support. The IRMS is also expected to participate fully in a testing process to ensure that the data exchange mechanism is fully functional after the changes.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all requests regarding changes to settings. VacTrAK Support will work with the IRMS on appropriate testing to validate the data exchange after substantial changes in the IRMS's medical record system.

Facility Changes

IRMS: An IRMS must notify VacTrAK Support when they open a new facility or change contact details of an existing facility.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all requests regarding changes to facilities. After substantial changes in the IRMS's data exchange system, VacTrAK Support will work with the IRMS on appropriate testing to validate the data exchange.

Vaccinator/Physician Changes

IRMS: An IRMS must notify VacTrAK Support when a new physician or vaccinator should be associated with their IRMS/facility. This change should be submitted through the “Request to Modify VacTrAK Users” form.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all requests regarding changes to physician and vaccinators.

User changes

IRMS: An IRMS without *System Administration* permission must notify VacTrAK Support of staff changes, such as when new staff comes on board or existing staff terminate employment or no longer require access to VacTrAK. These changes should be submitted through the “Request to Modify VacTrAK Users” form.

VacTrAK Support: VacTrAK Support will respond in a timely manner not to exceed one week to all requests regarding changes to users. VacTrAK Support will supply the IRMS with appropriate training as necessary (Please note that any user requested to have edit access will need to have training before the permission will be granted).

Deduplication

VacTrAK Automatic Deduplication

VacTrAK’s automatic deduplication process merges two distinct records submitted from two distinct IRMSs using data exchange when VacTrAK determines the two records are for the same patient.

IRMS: No input required.

VacTrAK Support: Automatic deduplication shall run once a day at a time which does not conflict with VacTrAK database back-up or is a high volume for IRMS data imports.

Vactrak User-Identified Internal Patient Duplicates

IRMS: The IRMS (VacTrAK user) is responsible for reporting to VacTrAK when records in the IRMS’s own electronic record system are identified as duplicates or inappropriate merges.

VacTrAK Support: VacTrAK Support is responsible for accepting duplicates or inappropriate merge reports from the IRMS for their patients and modifying VacTrAK appropriately. VacTrAK will not merge patients within the IRMS’s dataset without reviewing the patients first with the IRMS.

VacTrAK-Identified Internal Patient Duplicates

VacTrAK's automatic deduplication process will merge two distinct records which come from two distinct IRMSs when VacTrAK determines these are the same patient. VacTrAK will not, however, merge records which originate from the same IRMS without input from the IRMS.

IRMS: The IRMS will be responsible for reviewing the list provided by VacTrAK Support of records flagged for possible deduplication within their dataset. The IRMS will contact VacTrAK Support within 10 days and inform them, on a record-by-record basis: (1) which records belong to the same patient and should be merged, (2) which records belong to distinct patients and should not be merged, and (3) which records cannot be determined to be the same or distinct and will thus not be merged.

If the IRMS does not respond within this time frame then VacTrAK staff will determine the final designation of the record.

VacTrAK Support: After the first initial import and on a daily basis, VacTrAK Support will monitor the system for possible duplicates within an IRMS's dataset as flagged by the automated deduplication process. Those found in the initial legacy import will be presented to the IRMS as part of the initial testing process. Those produced during regular operation will be presented to the IRMS as they appear.

VacTrAK User Identified Patient Deduplication

VacTrAK users may identify possible duplicates in VacTrAK and should report the duplicates to VacTrAK Support for resolution.

IRMS: The IRMS is responsible for identifying possible duplicates and reporting them to VacTrAK Support using the *Report Possible Duplicates* button. The user must provide a clear explanation of why the two records are suspected to be duplicates. The user reporting the duplicate must include the clinic's name and telephone number in the comments section.

VacTrAK Support: VacTrAK Support is responsible for monitoring user-reported duplicates on a regular basis. In response to possible duplicates, VacTrAK Support may contact the two IRMSs in order to make a determination if additional information is necessary.

User-Reported Incorrect Merges

VacTrAK may erroneously merge two distinct patient records which should be kept separate.

IRMS: The IRMS is responsible for notifying VacTrAK Support if they believe they have identified an erroneously merged record. The user reporting the inappropriate merge must provide a clear explanation as to

why the single record is suspected as an inappropriate merge of two distinct records.

VacTrAK Support: VacTrAK Support is responsible for responding to reports of incorrect merges within 10 business days and addressing them as appropriate. VacTrAK Support may contact IRMSs in order to make a determination. If no determination can be made, the two records shall remain merged. VacTrAK Support will inform the IRMS that submitted the incorrect merge notification by e-mail within 10 business days.

Ambiguous ID

In the event that VacTrAK receives two distinct records for two distinct patients from a single IRMS with the same medical record number, the records will be flagged for manual review.

IRMS: The IRMS is responsible for preventing non-unique IDs for patient records within the IRMS's system. The IRMS is responsible for reviewing the list of these records flagged provided by VacTrAK for ambiguous ID. The IRMS will contact VacTrAK Support within 10 days and inform them, on a record-by-record basis: belong to the same patient and should be merged, or belong to two distinct patients and should not be merged. If the patient records cannot be determined to be the same or distinct, they shall be left as separate records. Those records originating from the initial historical batch will be reviewed as part of the testing process.

VacTrAK Support: VacTrAK Support will monitor the system for ambiguous ID as flagged by the automated deduplication process. Those found in the initial historical import will be presented to the IRMS as part of the initial testing process. Those identified during regular operation will be presented to the IRMS as they are identified.

Communications

Network Outage

IRMS: The IRMS is responsible for reporting any perceived outage during usage of VacTrAK. IRMSs engaging in electronic data exchange are responsible for complying with VacTrAK Support requests to resend imported records in the event of a network outage. The IRMS shall re-import records backdated as specified in the request from VacTrAK Support.

VacTrAK Support: VacTrAK Support is responsible for monitoring the infrastructure that runs VacTrAK and addressing any errors as reported by IRMSs, IT, or Network Services in a timely and appropriate manner. Any scheduled outages shall be announced on the VacTrAK website at

least one week prior to the outage. In the event of an unexpected outage, VacTrAK Support will notify the contact person at each IRMS engaging in electronic data exchange scheduled at the time of the outage. This notification shall include a request to re-import the data not imported due to the outage.

Upgrades and Modifications to VacTrAK

VacTrAK will require regular maintenance and upgrades which will cause intermittent periods of outages.

IRMS: When an outage is scheduled, the IRMS is responsible for notifying all appropriate personnel within their clinic of the upcoming outage if it interferes with their use of VacTrAK, and postponing all electronic data exchange scheduled to occur during the outage. For IRMSs participating in electronic data exchange, the IRMS must backdate the next import to capture all data that may have been disrupted by the outage.

VacTrAK Support: VacTrAK Support is responsible for scheduling outages at times of reduced usage in order to have the least impact on the system. All upgrades shall be executed in a timely manner. VacTrAK Support is responsible for announcing outages on the VacTrAK website at least one week prior to the scheduled outage.

Application Errors

IRMS: Users are responsible for notifying VacTrAK Support (269-0312 or 866-702-8725) immediately in the event of an application error or connectivity problem.

VacTrAK Support: VacTrAK Support shall immediately address the issue and take the appropriate steps to remedy the situation. If the problem persists and cannot be resolved, a help-desk ticket will be logged with the vendor and the IRMS will be informed that the proper trouble-shooting steps have been taken.

Changes to VacTrAK Policy and Procedures

VacTrAK policy and procedure documents will be posted on the VacTrAK homepage (www.vactrak.alaska.gov).

IRMS: Users are responsible for periodically reviewing the website to assure they are using the most current version.

VacTrAK Support: VacTrAK is responsible for posting policy and procedure documents on the VacTrAK homepage.